

Automation

Service Name: ATAAPS Support

1. Service Description: FORT DETRICK DOIM provides support for the ATAAPS application. ATAAPS provides an automated, single-source input for reporting and collecting time and attendance (T and A) data for payroll processing. Thru a partnership between customers and the Fort Detrick DOIM, employee records and accounting data is transported to DFAS and automatically posted to the DCPS database. ATAAPS database management/changes and application software changes downloaded from DFAS and installed by the DOIM, collectively serves the need of organizations using this application. The DOIM is the primary technical POC concerning ATAAPS database, system administration, network, release management, and communication issues.

2. DOIM Responsibilities:

- a. Install, configure, administer, and maintain the ATAAPS database.
- b. Establish user accounts (or roles) for database access.
- c. Download and install Application Software changes.
- d. Download and install DataBase changes.
- e. Install new organization installation parameters, grant security authorization levels, populate database accounting-related data, and verify data created in the database during initial installation.
- f. Purge database historical information, edit "raw" data when necessary, and synchronize system numbers throughout the database.
- g. Assign user logon Ids and passwords and ensure users have proper access privileges to the database.
- h. Ensure proper security authorizations have been granted.
- i. Maintain Pay Period information.
- j. Maintain Holiday information.
- k. Monitor and tune DBMS and application program performance.
- l. Provide backup and recovery of databases and applications, and troubleshoot technical problems.
- m. Works with application service owners to plan down time tolerance for backups/ recoveries, application upgrades, and database software upgrades/maintenance.
- n. Schedule running of database integrity utilities, monitor results, and address database inconsistencies.
- o. Monitor database performance and storage/space requirements.
- p. Maintain the availability of the server(s) to its users.
- q. Advise and assist users regarding access to the server(s).
- r. Implement physical security procedures.
- s. Diagnose problems and provide timely solutions.
- t. Monitor the user environment, including login scripts, and directory structure, as needed.
- u. Perform regularly scheduled evaluation and maintenance of all components (i.e. file servers, and print servers), including preventive maintenance.

- v. Provide around the clock monitoring and repair of system operations.

3. Customer Responsibilities:

- a. Make requirements known to Supplier
- b. Request services and support by providing necessary request and or documentation
- c. Alert the Supplier as soon as possible on issues or problems that arise
- d. Provide the supplier with appropriate pertinent information necessary when requesting new user account
- e. Notify the supplier immediately when a user departs or changes duty station in order to remove any data referencing user account
- f. Receiver will provide the Supplier 48 hours advance notice when requesting additional support outside standard business hours
- g. Provide the Supplier with appropriate pertinent information necessary when requesting new DBMS account .

4. Questions/Contact Information: If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: <http://doim.detrick.army.mil>. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: usagdoimhelpdesk@amedd.army.mil.